



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: January 16, 2018

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

SUBJECT: Citizen Action Request Report

DocuSigned by:
Robert Barron
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Pursuant to N.C.G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

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RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

December, 2017

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	278	168	10	100
	Guardrail Damage	94	71	1	22
	Pothole	636	455	75	106
	Shoulder Repair	207	139	5	63
Traffic	Signal Malfunction	165	123	28	14
	Signing	238	191	11	36
Total		1,618	1,147	130	341

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	15	15	0	0
	Guardrail Damage	3	3	0	0
	Pothole	15	13	2	0
	Shoulder Repair	12	11	0	1
Traffic	Signal Malfunction	7	7	0	0
	Signing	6	6	0	0
Total		58	55	2	1

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	21	9	0	12
	Guardrail Damage	0	0	0	0
	Pothole	95	87	4	4
	Shoulder Repair	15	10	2	3
Traffic	Signal Malfunction	1	1	0	0
	Signing	6	5	1	0
Total		138	112	7	19

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	73	28	1	44
	Guardrail Damage	7	6	0	1
	Pothole	72	51	12	9
	Shoulder Repair	43	20	0	23
Traffic	Signal Malfunction	4	4	0	0
	Signing	17	15	2	0
Total		216	124	15	77

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	28	17	1	10
	Guardrail Damage	7	4	0	3
	Pothole	37	32	5	0
	Shoulder Repair	25	19	0	6
Traffic	Signal Malfunction	3	3	0	0
	Signing	23	18	1	4
Total		123	93	7	23

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	26	12	2	12
	Guardrail Damage	9	0	0	9
	Pothole	175	83	20	72
	Shoulder Repair	20	7	0	13
Traffic	Signal Malfunction	54	19	26	9
	Signing	38	6	5	27
Total		322	127	53	142

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	24	14	1	9
	Guardrail Damage	2	2	0	0
	Pothole	30	14	8	8
	Shoulder Repair	26	16	1	9
Traffic	Signal Malfunction	4	4	0	0
	Signing	6	6	0	0
Total		92	56	10	26

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	28	24	1	3
	Guardrail Damage	3	1	0	2
	Pothole	12	12	0	0
	Shoulder Repair	8	7	0	1
Traffic	Signal Malfunction	12	12	0	0
	Signing	10	10	0	0
Total		73	66	1	6

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	16	13	2	1
	Guardrail Damage	14	9	0	5
	Pothole	25	23	2	0
	Shoulder Repair	23	19	1	3
Traffic	Signal Malfunction	5	2	0	3
	Signing	9	6	0	3
Total		92	72	5	15

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	8	6	1	1
	Guardrail Damage	2	1	1	0
	Pothole	46	41	5	0
	Shoulder Repair	16	16	0	0
Traffic	Signal Malfunction	9	9	0	0
	Signing	19	18	1	0
Total		100	91	8	1

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	8	3	0	5
	Guardrail Damage	0	0	0	0
	Pothole	65	41	15	9
	Shoulder Repair	5	2	0	3
Traffic	Signal Malfunction	40	37	2	1
	Signing	21	19	1	1
Total		139	102	18	19

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	10	10	0	0
	Guardrail Damage	9	9	0	0
	Pothole	3	3	0	0
	Shoulder Repair	0	0	0	0
Traffic	Signal Malfunction	1	1	0	0
	Signing	44	44	0	0
Total		67	67	0	0

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	6	6	0	0
	Guardrail Damage	14	14	0	0
	Pothole	19	19	0	0
	Shoulder Repair	5	5	0	0
Traffic	Signal Malfunction	13	12	0	1
	Signing	14	13	0	1
Total		71	69	0	2

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	9	8	0	1
	Guardrail Damage	7	7	0	0
	Pothole	21	21	0	0
	Shoulder Repair	5	4	1	0
Traffic	Signal Malfunction	9	9	0	0
	Signing	16	16	0	0
Total		67	65	1	1

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	6	3	1	2
	Guardrail Damage	17	15	0	2
	Pothole	21	15	2	4
	Shoulder Repair	4	3	0	1
Traffic	Signal Malfunction	3	3	0	0
	Signing	9	9	0	0
Total		60	48	3	9